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ABSTRACT

An evaluation of the Central Michigan University Counseling Center is presented in this document. Parts of the study methods are described, including the questionnaires sent to 1,000 randomly selected students in residence, use of an optical scan answer sheet, and data collection from 112 users and 324 nonusers of counseling services (a 43.6% response rate). These results are summarized: (1) females used the counseling center more frequently than did males; (2) users and nonusers thought counselors held master's or higher level degrees; (3) respondents thought students used the center on their own initiative; (4) users were more knowledgeable than nonusers about available services and most reported they would recommend a friend seek help at the center; (5) users and nonusers were not very aware that the center gave tests and explained results; (6) of the users expressing an opinion about the competency of counselors, most rated them as competent in helping students with personal, academic, and career problems; (7) a majority of the respondents felt a main function of the center was to work with students with substance abuse problems; (8) users rated the center's environment as satisfactory; and (9) most users were satisfied with their experiences at the center. More frequent evaluations, a comprehensive plan for utilization of evaluation information, and the assignment of a supervisor for future projects are recommended. The study instruments are appended. (ABL)

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CENTRAL MICHIGAN UNIVERSITY
COUNSELING CENTER EVALUATION

APRIL 1987

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INTRODUCTION

The Central Michigan University Counseling Center's direct service programs involve personal, academic and career counseling. The Counseling Center is involved in numerous activities of a consultative nature, supervision of master and doctoral level interns, and outreach activities in the university community.

The present evaluation provides the Counseling Center an oppportunity to implement those programs and services which ultimately most effectively serve this unique population. In the past, evaluations of Counseling Center services have been undertaken according to need; the most recent exhaustive evaluation was undertaken by B. D. Wener (1982) in his unpublished doctoral dissertation entitled: An evaluation of, awareness of, reputation of, and client satisfaction with the Central Michigan University Counseling Center. In the five years since Wener's evaluation, Central Michigan University has experienced considerable change. The Counseling Center has reacted to this change by implementing changes of its own in order to meet the needs of the university community.

The decision to evaluate the components of the Center's

direct services serves the following purposes:

1. To provide feedback on the degree to which the Counseling Center is fulfilling its goals of meeting the needs of university students;

2. To provide feedback to the Counseling Center's staff and administration as to positive and/or negative aspects of direct services as perceived by students;

3. To suggest areas for change or improvement, where apparent;

4. To provide data for decision-making and future planning.

An examination of the information obtained from such a comprehensive evaluation may prove valuable to the staff of the Counseling Center in their continual efforts to better assist the students of Central Michigan University.

METHODS AND PROCEDURES

The questionnaire used in the 1982 evaluation of the Counseling Center was adapted by Wener from counseling center questionnaires from the University of Utah and Western Michigan University as well as from the Counseling Services Assessment Blank. The present (1987) instrument has been further modified in order to address staff and program changes since 1982; it has also been made more efficient through changes which allow for the use of an optical scan answer sheet.

In order to decrease cost and allow for a considerably larger sample size than that of the 1982 study, the present

evaluation was limited to students who live in residence halls. The Registrar's Office provided a prepackaged program for selecting a random sample of students living in the residence halls during the 1986-1987 school year and two sets of addressed mailing labels. On March 16 questionnaires were sent through campus mail to 1,000 students living in residence halls.

No effort was made to distinguish between users and nonusers of the Counseling Center. In order to guard the confidentiality of Counseling Center users and maintain the trust of present or potential users of the Center's services, two separate questionnaires were sent to each student; the option of privately selecting the appropriate (user or non-user) questionnaire was designed to promote confidence in the random selection process. The issue of confidentiality and trust in the Counseling Center was considered to take priority over the expense of sending two questionnaires to each randomly selected student.

A letter of introduction guaranteeing confidentiality, an optical scan answer sheet, and a pre-addressed return envelope were enclosed with the questionnaires. On March 23, approximately one week after the initial mailing, post cards reminding students to complete a questionnaire and return the optical scan answer sheet were mailed to all students.

Data were collected from 112 users and 324 nonusers of the Counseling Center; this represents a 43.6% response rate.

The returned questionnaires were analyzed to obtain percentages and chi-square statistics, where appropriate. Test questions which were inappropriately marked were identified as missing data and were not included in the statistical representation for each question. Data from the open-ended questions were reviewed by the staff and are presented here (page 16) in summary form.

SUMMARY OF RESULTS

(Users = 112, Nonusers = 324)

1. Due to the fact that the study was limited to students living in residence halls, generalizations can not be made to other segments of the university population. Underclass students may have been over represented in the sample due to the fact that older students often prefer to live off-campus.

2. Females represented 74.1% of the user respondents and 69.9% of the nonuser respondents. According to records in the Registrar's Office, during the winter semester Central Michigan University students consisted of 44.8% males and 55.2% females. The random sample selected for this evaluation did not reflect these percentages. Regarding users of the Counseling Center, however, this data is consistent with the Counseling Center annual report summaries which show that females use counseling services to a greater extent than males. It may also be that females participate in surveys more often than males.

3. Both users (85.9%) and nonusers (90.6%) held the opinion that counselors at the Counseling Center hold master's level or higher degrees. Nearly two-thirds of all respondents felt counselor education to be an important factor in choosing a counselor to work with.

4. Over half of both users and nonusers felt that most students go to the Counseling Center on their own initiative.

5. Users were more knowledgeable than nonusers concerning the services offered by the Counseling Center. A majority of students were aware that the Counseling Center provides services for students with alcohol/drug problems (users = 94.6%, nonusers = 80.9%), students who are seriously troubled or unhappy (users = 95.5%, nonusers = 83.0%), and students with career needs (users = 98.2%, nonusers = 86.7%).

6. Most users (65.2%-76.8%) would recommend a friend seek help at the Counseling Center in choosing a major, choosing specific courses, and help with eating problems, while fewer nonusers (53.9%-66.1%) would recommend the Counseling Center for these concerns.

7. Neither users (36.9%) nor nonusers (23.8%) were very aware of the fact that the Counseling Center gives tests and explains results. This may be a result of a decreased offering of this service by the Counseling Center or from confusion as to the specific meaning of "test".

8. Of the users who expressed an opinion on the competency of counselors, 78.8% rated them as competent in helping students with personal problems, 80.2% rated them as competent in helping with academic problems, and 72.3% rated them as competent in helping with career problems. Between 9.8% and 23.4% of users failed to express an opinion concerning the competency of counselors in these three areas. Of the nonusers who expressed an opinion on the competency of counselors, 77.0% rated them as competent in helping students with personal problems, 85.9% rated them as competent in helping students with academic problems, and 71.9% rated them as competent in helping students with career problems. Between 33.9% and 40.5% of nonusers failed to express an opinion concerning the competency of counselors in these areas. These percentages were not included in the data presented in the result section of this paper.

9. A majority (82.4%-92.8%) of both users and nonusers felt that a main function of the Counseling Center was to work with individuals on alcohol/drug related problems. A majority (85.0%-87.5%) of all students stated they would also recommend a friend to seek help for such problems at the Counseling Center.

11. Of the users who expressed an opinion on the Counseling Center environment 76.6% rated their interaction with the receptionist as satisfactory, 76.4% rated the waiting area environment as satisfactory, and 70.8% rated the physical layout of the office as satisfactory. These percentages were not included in the data presented in the result section of this paper.

12. Most (80.6%) users were satisfied with their overall experience at the Counseling Center and 78.2% of the users were satisfied with the overall helpfulness of their counselors at the Counseling Center.

QUESTIONNAIRE RESULTS

Survey Item	Users (N = 112) Missing = 0-5 cases %	Nonusers (N = 324) Missing = 0-7 cases %
1. Current Residence		
1. Residence hall	98.2	99.1
2. Married student housing	1.8	0.6
3. Fraternity or sorority	0.0	0.0
4. Off campus with parents	0.0	0.0
5. Off campus alone or with roommate(s)	0.0	0.3
2. Racial/Ethnic Group		
1. American Indian or Alaskan Native	0.0	0.9
2. Black, not of Hispanic origin	1.8	0.9
3. Hispanic	0.0	1.9
4. Asian or Pacific Islander	0.9	1.2
5. White, not of Hispanic origin	97.3	95.0
3. Class		
1. Freshman	25.9	49.4
2. Sophomore	43.8	25.6
3. Junior	21.4	16.4
4. Senior	8.9	8.3
5. Graduate	0.0	0.3
4. Sex		
1. Male	25.9	30.4
2. Female	74.1	69.6
5. Marital Status		
1. Single	100.0	99.4
2. Married	0.0	0.6
3. Separated	0.0	0.0
4. Divorced	0.0	0.0
5. Widowed	0.0	0.0
6. The Counseling Center is located in:		
1. Grawn Hall	0.0	0.6
2. Anspach Hall	0.0	0.0
3. University Center	0.0	1.6
4. Foust Hall	92.0	87.5
5. Warriner Hall	5.4	8.7
6. Other	2.7	1.6

Survey Item	Users (N = 112) %	Nonusers (N = 324) %
7. What is the educational background of most counselors at the Counseling Center?		
1. Doctorate degree (Ph.D. or Ed.D.)	43.4	42.3
2. Master's degree (M.A., M.S., or M.Ed.)	42.5	48.3
3. Bachelor's degree	14.2	8.8
4. No college degree	0.0	0.6
8. Do you consider the educational background of a counselor to be an important factor in choosing a counselor to work with?		
1. Yes	70.5	74.8
2. No	21.4	14.9
3. No opinion	8.0	10.2
9. Most students who go to the Counseling Center go:		
1. On their own initiative	52.7	55.5
2. As suggested by Resident Assistants/Head Residents/ Residence Hall Director	17.0	22.1
3. As suggested by Student Affairs Office	3.6	1.2
4. As suggested by other student(s)	21.4	13.7
5. As suggested by a faculty member	1.8	5.0
6. Other	3.6	2.5

Survey Item	Yes %	No %
The Counseling Center provides services for: (Questions 10-15)		
10. Students with alcohol/ drug related problems		
(N = 112) Users	94.6*	5.4
(N = 324) Nonusers	80.9	19.1
11. Students who are seriously troubled or unhappy		
Users	95.5*	4.5
Nonusers	83.0	17.0

* .05 Level of Significance
Chi Square Test

Survey Item		Yes %	No %
The Counseling Center provides services for: (Questions 10-15)			
12. Students with academic difficulties			
(N = 112)	Users	97.3	2.7
(N = 324)	Nonusers	91.4	8.6
13. Students needing help in career decision-making			
	Users	98.2*	1.8
	Nonusers	86.7	13.3
14. Students with eating disorders			
	Users	78.4*	21.6
	Nonusers	60.8	39.2
15. Students with minor problems			
	Users	90.2*	9.8
	Nonusers	76.2	23.8
What is/are the main function(s) of the Counseling Center? (Questions 16-22)			
16. To give students expert advice on academic matters.			
	Users	80.4	19.6
	Nonusers	72.5	27.5
17. To give tests and explain results			
	Users	36.9*	63.1
	Nonusers	23.8	76.2
18. To work with individual students on career problems			
	Users	96.4*	3.6
	Nonusers	85.5	14.5
19. To work with individual students on alcohol/drug related problems			
	Users	92.8*	7.2
	Nonusers	82.4	17.6

* .05 Level of Significance
Chi Square Test

Survey Item		Yes %	No %
What is/are the main function(s) of the Counseling Center? (Questions 16-22)			
20. To work with individual students on personal problems			
(N = 112)	Users	96.4*	3.6
(N = 324)	Nonusers	89.5	10.5
21. To have group sessions and workshops with students			
	Users	71.4	28.6
	Nonusers	65.6	34.4
22. To provide speakers on special topics to students in residence halls			
	Users	66.1	33.9
	Nonusers	57.9	42.1

What is your perception of the competency of the counselors at the Counseling Center in helping students in the following areas? (Questions 23-26)

(Based on a rating of 1 through 7, where 1 = incompetent and 7 = competent. Summarized here as 1-3 = incompetent, 4 = neither competent nor incompetent, and 5-7 = competent.)

Survey Item	(1-3) Incompetent %	(4) Neither Competent nor Incompetent %	(5-7) Competent %	8) No Opinion %
23. Personal Problems				
Users	6.3	9.9	60.3	23.4
Nonusers	4.9	8.7	45.8	40.5
24. Academic Problems or Concerns				
Users	9.9	8.0	72.4	9.8
Nonusers	6.5	8.4	51.2	33.9
25. Career Decision-Making				
Users	12.6	10.7	60.8	16.1
Nonusers	6.5	11.8	46.9	34.8

* .05 Level of Significance Chi Square Test

Survey Item	Yes %	No %
26. Have you ever suggested to someone that he/she seek help at the Counseling Center?		
(N = 112) Users	66.0	34.0
(N = 324) Nonusers	39.9	60.1
Based on your knowledge of the Counseling Center, would you recommend a friend or student seek help at the Counseling Center for the following? (Questions 27-34)		
27. Choosing a major		
Users	76.8*	23.2
Nonusers	66.1	33.9
28. Choosing specific courses		
Users	65.2*	34.8
Nonusers	53.9	46.1
29. Choosing a career		
Users	78.6	21.4
Nonusers	71.8	28.2
30. Conflict with professor/ instructor		
Users	77.7	22.3
Nonusers	72.7	27.3
31. Conflict with roommate(s)		
Users	61.6	38.4
Nonusers	54.2	45.8
32. Conflict with girlfriend, boyfriend, or spouse		
Users	67.9	32.1
Nonusers	60.9	39.1
33. Conflict with parents or family members		
Users	73.2	26.8
Nonusers	67.9	32.1
34. Problems in falling asleep or staying asleep		
Users	59.8	40.2
Nonusers	49.4	50.6

* .05 Level of Significance Chi Square Test

Survey Item	Yes %	No %
Based on your knowledge of the Counseling Center, would you recommend a friend or student seek help at the Counseling Center for the following? (Questions 35-42)		
35. Problems with alcohol or drugs		
(N = 112) Users	87.5	12.5
(N = 324) Nonusers	85.0	15.0
36. Problems with sex or sexuality		
Users	70.5	29.5
Nonusers	71.1	28.9
37. Problems with pregnancy or abortion		
Users	73.2	26.8
Nonusers	74.0	26.0
38. Thoughts of suicide		
Users	87.5	12.5
Nonusers	84.9	15.1
39. Loneliness or feelings of inferiority		
Users	83.9	16.1
Nonusers	76.7	23.3
40. Religious concerns		
Users	48.2	51.8
Nonusers	37.7	62.3
41. Racial conflict/tension		
Users	75.9	24.1
Nonusers	67.9	32.1
42. Problems with eating		
Users	72.3*	27.7
Nonusers	56.8	43.2

* .05 Level of Significance
Chi Square Test

USERS ONLY
(N = 112)
Missing =
0-5 cases

Survey Item	Yes %	No %
Have you ever sought the services of the Counseling Center for any of the following reasons? (Questions 43-48)		
43. Academic advisement for registration	63.4	36.6
44. Educational-career exploration or planning	61.6	38.4
45. Personal concerns	35.0	65.0
46. Testing	16.2	83.8
47. Alcohol/drug related problems	7.1	92.9
48. Other	27.0	73.0

Survey Item	%
49. How many times have you personally used Counseling Center services?	
1. Between 1 and 5 times	78.6
2. Between 6 and 10 times	15.2
3. Between 11 and 20 times	4.5
4. Over 20 times	1.8
50. When was the first time you used Counseling Center services?	
1. 1986-1987 school year	45.9
2. 1985-1986 school year	36.9
3. 1984-1985 school year	10.8
4. 1983-1984 school year	3.6
5. 1982-1983 school year	1.8
6. 1981-1982 school year or earlier	0.9

* .05 Level of Significance
Chi Square Test

Survey Item	Users (N = 112) %
51. When was the last time you used Counseling Center services?	
1. 1986-1987 school year	75.7
2 1985-1986 school year	18.9
3. 1984-1985 school year	3.6
4. 1983-1984 school year	1.8
5. 1982-1983 school year	0.0
6. 1981-1982 school year or earlier	0.0

Please indicate your overall satisfaction with the Counseling Center environment. (Questions 52-54)
(Based on a rating of 1 through 7, where 1 = unsatisfactory and 7 = satisfactory. Summarized here as 1-3 = unsatisfactory, 4 = neither satisfactory nor unsatisfactory, and 5-7 = satisfactory.)

Survey Item	(1-3) Unsatis-factory %	(4) Neither Satis-factory nor Unsatisfactory %	(5-7) Satis-factory %	(8) No Opinion %
52. Interaction with the receptionist	7.2	15.5	74.6	2.7
53. The waiting area environment	7.2	15.5	73.7	3.6
54. The physical layout of the office	10.9	17.3	68.2	3.6

Please indicate how satisfactorily you consider the Counseling Center to have helped you in each of the following areas: (Questions 55-59)
(Based on a rating of 1 through 7, where 1 = unsatisfactory and 7 = satisfactory. Summarized here as 1-3 = unsatisfactory, 4 = neither satisfactory nor unsatisfactory, and 5-7 = satisfactory.)

Survey Item	(1-3) Unsatis-factory %	(4) Neither Satis-factory nor Unsatisfactory %	(5-7) Satis-factory %	(8) Does Not Apply %
55. I learned about myself	11.0	4.6	38.5	45.9
56. I learned about my environment	9.2	7.3	55.0	28.4

Users
(N = 112)

Please indicate how satisfactorily you consider the Counseling Center to have helped you in each of the following areas: (Questions 55-59)
(Based on a rating of 1 through 7, where 1 = unsatisfactory and 7 = satisfactory. summarized here as 1-3 = unsatisfactory, 4 = neither satisfactory nor unsatisfactory, and 5-7 = satisfactory.)

Survey Item	(1-3) Unsatis-factory %	(4) Neither Satis-factory nor Unsatisfactory %	(5-7) Satis-factory %	(8) Does Not Apply %
57. I resolved the problems within myself	8.3	4.6	33.9	53.2
58. I resolved my problems with others	3.0	6.0	27.0	65.0
59. I received help with educational difficulties	7.5	4.7	27.1	60.7

Please indicate how satisfactorily you consider the Counseling Center to have helped you in each of the following areas: (Questions 60-61)
(Based on a rating of 1 through 7, where 1 = unsatisfactory and 7 = satisfactory. Summarized here as 1-3 = unsatisfactory, 4 = neither satisfactory nor unsatisfactory, and 5 = satisfactory.)

Survey Item	(1-3) Unsatis-factory %	(4) Neither Satis-factory nor Unsatisfactory %	(5-7) Satis-factory %	(8) Does Not Apply %
60. I found the overall helpfulness of my counselors to be . . .	10.0	10.0	78.2	1.8
61. I rate my overall experience at the Counseling Center as . . .	10.3	9.3	80.6	0.0

OPEN-ENDED QUESTION RESULTS

Twenty-nine users and sixty-four nonusers responded to the open-ended question at the end of the Questionnaire which stated: If you have any comments that might be helpful to the Counseling Center, please include them. Some general themes occured in these comments. These themes are briefly listed as follows:

1. There was an expressed desire for more publicity on the location of the Counseling Center and the specific services offered by the Counseling Center from 13.8% of the users and 56.3% of the nonusers who responded to the open-ended question.

2. There was an expressed positive opinion of the Counseling Center services and staff by 41.4% of the users and 9.4% of the nonusers who responded to the open-ended question.

3. There was an expressed negative opinion of the Counseling Center services and staff by 13.5% of the users and 9.4% of the nonusers who responded to the open-ended question.

4. Various suggestions from both users and nonusers pertained to a perceived desire for:

    a. More assistance for transfer students
    b. More staff--especially at registration time
    c. More career information and assistance
    d. More privacy in the Center's waiting area
    e. More flexible hours for the Counseling Center

While these comments are limited to a small portion of those who completed the evaluation of the Counseling Center, they represent extra time on the part of those students who completed and returned this section of the questionnaire and, therefore, may indicate the strength of the feelings behind such comments. Data from the open-ended questions were circulated to all staff members prior to being summarized.

RECOMMENDATIONS

Based upon this evaluation of the Central Michigan University Counseling Center, several recommendations can be made to enhance future evaluative activities.

1. More frequent evaluation of the Counseling Center is desirable:

    a. Future evaluation of the Counseling Center may prove to be less costly if conducted more frequently on a smaller scale than that of the current evaluation (see Cost analysis, Appendix E). Annual evaluation might take place on a smaller scale with larger, more comprehensive studies, taking place less frequently.

    b. In order to obtain more current information on the various components of the total university population, different university populations (on-campus students, off-campus students, faculty and staff) might be surveyed each year.

    c. Frequent evaluation allows for the achievement of a secondary goal of informing students as to the services offered by the Counseling Center, as evidenced by some of the comments received on. the open-ended question.

    d. Frequent evaluation ensures that the survey questions remain up-to-date and pertinent to the university population currently benefiting most from the services of the Counseling Center.

2. A comprehensive plan for utilization of the information obtained from evaluation of the Counseling Center is warranted in order to achieve the maximum benefits of such an evluation.

3. If interns are to be engaged in future evaluations of the Counseling Center, the assignment of one supervisor to guide and assist in this project is most efficient and conducive to optimum performance.

CENTRAL MICHIGAN UNIVERSITY
COUNSELING CENTER — J.W. FOUST BLDG.

March 15, 1987

Dear CMU Student:

The enclosed questionnaires are being sent to a random sample of students to acquire information which will help determine the counseling services most appropriate for students at CMU. We hope that you and other students will ultimately benefit from this study. Please take the time (approximately 15 minutes) to complete and return one of the questionnaires.

The questionnaire EVALUATION BY USERS (1) is designed to be completed by people who have used services of the Counseling Center. The questionnaire EVALUATION BY NONUSERS (2) should be completed by people who have not used services of the Counseling Center. Please choose the questionnaire that is appropriate for you and discard the other. With a number 2 pencil, record your answers on the enclosed answer sheet. (Please do not use the 0 column.) It is not necessary to include your name.

It is very important that you answer each question as completely as possible. Unanswered questions lower the reliability of the study. Because this is an anonymous study, you are encouraged to answer each question as honestly as possible.

When you have completed the appropriate questionnaire, place your answer sheet in the pre-addressed envelope and seal. Do not return the questionnaire. Please return the envelope by campus mail; you may mail the envelope at your residence hall desk, the U.C., or in the Warriner Hall mailroom.

Your prompt assistance in giving us this otherwise difficult to obtain information is greatly appreciated. Thank you.

Sincerely,

DPBertsch

Donald P. Bertsch, Ed.D.
Director, Counseling Center

MOUNT PLEASANT, MICHIGAN 48859

CENTRAL MICHIGAN UNIVERSITY COUNSELING CENTER
EVALUATION BY USERS (1)

If you have ever used the services of the Counseling Center, please use this form. The following information will be useful to us in serving the students of Central Michigan University. Please use the enclosed answer sheet and a number 2 pencil to indicate responses that best represent your knowledge of the Counseling Center. Completely darken the space on the answer sheet that corresponds to your answer on the questionnaire. (Note: Do not use the 0 column on the answer sheet!)

1. Current Residence
   1. Residence hall
   2. Married student housing
   3. Fraternity or sorority
   4. Off campus with parents
   5. Off campus alone or with roommate(s)

2. Racial/Ethnic Group
   1. American Indian or Alaskan Native
   2. Black, not of Hispanic origin
   3. Hispanic
   4. Asian or Pacific Islander
   5. White, not of Hispanic origin

3. Class
   1. Freshman
   2. Sophomore
   3. Junior
   4. Senior
   5. Graduate

4. Sex
   1. Male
   2. Female

5. Marital Status
   1. Single
   2. Married
   3. Separated
   4. Divorced
   5. Widowed

6. The Counseling Center is located in:
   1. Grawn Hall
   2. Anspach Hall
   3. University Center
   4. Foust Hall
   5. Warriner Hall
   6. Other

7. What is the educational background of most counselors at the Counseling Center?
   1. Doctorate degree (Ph.D. or Ed.D.)

2. Master's degree (M.A., M.S., or M.Ed.)
3. Bachelor's degree (B.A., B.S., or B.Ed.)
4. No college degree

8. Do you consider the educational background of a counselor to be an important factor in choosing a counselor to work with?
   1. Yes
   2. No
   3. No opinion

9. Most students who go to the Counseling Center go:
   1. On their own initiative
   2. As suggested by Resident Assistants/Head Residents/Residence Hall Director
   3. As suggested by Student Affairs Office
   4. As suggested by other student(s)
   5. As suggested by a faculty member
   6. Other

The Counseling Center provides services for:

	Yes	No
10. Students with alcohol/drug related problems	1	2
11. Students who are seriously troubled or unhappy	1	2
12. Students with academic difficulties	1	2
13. Students needing help in career decision-making	1	2
14. Students with eating disorders	1	2
15. Students with minor problems	1	2

What is/are the main function(s) of the Counseling Center?

	Yes	No
16. To give students expert advice on academic matters	1	2
17. To give tests and explain results	1	2
18. To work with individual students on career problems	1	2
19. To work with individual students on alcohol/drug related problems	1	2
20. To work with individual students on personal problems	1	2
21. To have group sessions and workshops with students	1	2
22. To provide speakers on special topics to students in residence halls	1	2

What is your perception of the competency of the counselors at the Counseling Center in helping students in the following areas?

	Incompetent				Competent			No Opinion
23. Personal Problems	1	2	3	4	5	6	7	8
24. Academic Problems or Concerns	1	2	3	4	5	6	7	8
25. Career Decision-Making	1	2	3	4	5	6	7	8

26. Have you ever suggested to someone that he/she seek help at the Counseling Center?
   1. Yes
   2. No

Based on your knowledge of the Counseling Center, would you recommend a friend or student seek help at the Counseling Center for the following?

	Yes	No
27. Choosing a major	1	2
28. Choosing specific courses	1	2
29. Choosing a career	1	2
30. Conflict with professor/instructor	1	2
31. Conflict with roommate(s)	1	2
32. Conflict with girlfriend, boyfriend, or spouse	1	2
33. Conflict with parents or family members	1	2
34. Problems in falling asleep or staying asleep	1	2
35. Problems with alcohol or drugs	1	2
36. Problems with sex or sexuality	1	2
37. Problems with pregnancy or abortion	1	2
38. Thoughts of suicide	1	2
39. Loneliness or feelings of inferiority	1	2
40. Religious concerns	1	2
41. Racial conflict/tension	1	2
42. Problems with eating	1	2

Have you ever sought the services of the Counseling Center for any of the following reasons?

	Yes	No
43. Academic advisement for registration	1	2
44. Educational-career exploration or planning	1	2
45. Personal concerns	1	2
46. Testing	1	2
47. Alcohol/drug related problems	1	2
48. Other	1	2

49. How many times have you personally used Counseling Center services?
    1. Between 1 and 5 times
    2. Between 6 and 10 times
    3. Between 11 and 20 times
    4. Over 20 times

50. When was the <u>first</u> time you used Counseling Center services?
    1. 1986-1987 school year
    2. 1985-1986 school year
    3. 1984-1985 school year
    4. 1983-1984 school year
    5. 1982-1983 school year
    6. 1981-1982 school year or earlier

51. When was the <u>last</u> time you used Counseling Center services?
    1. 1986-1987 school year
    2. 1985-1986 school year
    3. 1984-1985 school year
    4. 1983-1984 school year
    5. 1982-1983 school year
    6. 1981-1982 school year or earlier

Please indicate your overall satisfaction with the Counseling Center environment:

	Unsatisfactory				Satisfactory			No Opinion
52. Interaction with the receptionist	1	2	3	4	5	6	7	8
53. The waiting area environment	1	2	3	4	5	6	7	8
54. The physical layout of the offices	1	2	3	4	5	6	7	8

Please indicate how satisfactorily you consider the Counseling Center to have helped you in each of the following areas:

	Unsatisfactory				Satisfactory			Does Not Apply
55. I learned about myself (e.g., my abilities, behaviors, interests, personality, etc.)	1	2	3	4	5	6	7	8
56. I learned about my environment (e.g., information about education, occupations, other individuals, or situations, etc.)	1	2	3	4	5	6	7	8
57. I resolved the problems within myself (e.g., my feelings, goals, interests, alcohol/drug problems, eating behaviors, etc.)	1	2	3	4	5	6	7	8
58. I resolved my problems with others (e.g., conflicts with roommates, girlfriend/boyfriend/ spouse, parents, family, instructors, etc.)	1	2	3	4	5	6	7	8
59. I received help with educational difficulties (e.g., improved study skills, reading, understanding of course material, etc.)	1	2	3	4	5	6	7	8
60. I found the overall helpfulness of my counselors to be . . .	1	2	3	4	5	6	7	8
61. I rate my overall experience at the Counseling Center as . . .	1	2	3	4	5	6	7	8

Additional Comments:
If you have any comments that might be helpful to the Counseling Center, please include them:_____

_____

_____

You have now completed the questionnaire. Please return your answer sheet (and the last evaluation sheet if you had additional comments) in the enclosed envelope. You may mail the envelope at your residence hall desk, the U.C., or in the Warriner Hall mailroom. Thank you very much for your valuable participation.

CENTRAL MICHIGAN UNIVERSITY COUNSELING CENTER
EVALUATION BY NONUSERS (2)

If you have never used the services of the Counseling Center, please use this form. The following information will be useful to us in serving the students of Central Michigan University. Please use the enclosed answer sheet and a number 2 pencil to indicate responses that best represent your knowledge of the Counseling Center. Completely darken the space on the answer sheet that corresponds to your answer on the questionnaire. (Note: Do not use the 0 column on the answer sheet!)

1. Current Residence
   1. Residence hall
   2. Married student housing
   3. Fraternity or sorority
   4. Off campus with parents
   5. Off campus alone or with roommate(s)

2. Racial/Ethnic Group
   1. American Indian or Alaskan Native
   2. Black, not of Hispanic origin
   3. Hispanic
   4. Asian or Pacific Islander
   5. White, not of Hispanic origin

3. Class
   1. Freshman
   2. Sophomore
   3. Junior
   4. Senior
   5. Graduate

4. Sex
   1. Male
   2. Female

5. Marital Status
   1. Single
   2. Married
   3. Separated
   4. Divorced
   5. Widowed

6. The Counseling Center is located in:
   1. Grawn Hall
   2. Anspach Hall
   3. University Center
   4. Foust Hall
   5. Warriner Hall
   6. Other

7. What is the educational background of most counselors at the Counseling Center?
   1. Doctorate degree (Ph.D. or Ed.D.)

2. Master's degree (M.A., M.S., or M.Ed.)
3. Bachelor's degree
4. No college degree

8. Do you consider the educational background of a counselor to be an important factor in choosing a counselor to work with?
   1. Yes
   2. No
   3. No opinion

9. Most students who go to the Counseling Center go:
   1. On their own initiative
   2. As suggested by Resident Assistants/Head Residents/Residence Hall Director
   3. As suggested by Student Affairs Office
   4. As suggested by other student(s)
   5. As suggested by a faculty member
   6. Other

The Counseling Center provides services primarily for:

	Yes	No
10. Students with alcohol/drug related problems	1	2
11. Students who are seriously troubled or unhappy	1	2
12. Students with academic difficulties	1	2
13. Students needing help in career decision-making	1	2
14. Students with eating disorders	1	2
15. Students with minor problems	1	2

What is/are the main function(s) of the Counseling Center?

	Yes	No
16. To give students expert advice on academic matters	1	2
17. To give tests and explain results	1	2
18. To work with individual students on career problems	1	2
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20. To work with individual students on personal problems	1	2
21. To have group sessions and workshops with students	1	2
22. To provide speakers on special topics to students in residence halls	1	2

What is your perception of the competency of the counselors at the Counseling Center in helping students in the following areas?

	Incompetent				Competent			No Opinion
23. Personal Problems	1	2	3	4	5	6	7	8
24. Academic Problems or Concerns	1	2	3	4	5	6	7	8
25. Career Decision-Making	1	2	3	4	5	6	7	8

26. Have you ever suggested to someone that he/she seek help at the Counseling Center?
   1. Yes
   2. No

Based on your knowledge of the Counseling Center, would you recommend a friend or student seek help at the Counseling Center for the following?

	Yes	No
27. Choosing a major	1	2
28. Choosing specific courses	1	2
29. Choosing a career	1	2
30. Conflict with professor/instructor	1	2
31. Conflict with roommate(s)	1	2
32. Conflict with girlfriend, boyfriend, or spouse	1	2
33. Conflict with parents or family members	1	2
34. Problems in falling asleep or staying asleep	1	2
35. Problems with alcohol or drugs	1	2
36. Problems with sex or sexuality	1	2
37. Problems with pregnancy or abortion	1	2
38. Thoughts of suicide	1	2
39. Loneliness or feelings of inferiority	1	2
40. Religious concerns	1	2
41. Racial conflict/tension	1	2
42. Problems with eating	1	2

Additional Comments:
If you have any comments that might be helpful to the Counseling Center, please include them:_____

_____

_____

_____

You have now completed the questionnaire. Please return your answer sheet (and the last evaluation sheet if you had additional comments) in the enclosed envelope. You may mail the envelope at your residence hall desk, the U.C., or the Warriner Hall mailroom. Thank you very much for your valuable participation.

Dear CMU Student,

A short time ago you were sent a questionnarie from the Counseling Center. If you have not yet completed it, won't you please do so now and return it by March 27th? Thank you for your help; this evaluation will enable us to better serve the students of CMU.

Sincerely,

D P Bertsch

Donald P.Bertsch, ED.D.
Director, Counseling Center

CENTRAL MICHIGAN UNIVERSITY
COUNSELING CENTER EVALUATION

COST ANALYSIS
CAROLIN E. MISNER
1987

	Amount	Cost
Optical scan sheets (7F-226)	1,000	$ 50.00
Printing of questionnaires	2,000	120.00
Purchase & printing of post cards	1,000	35.00
Printing of cover letters	1,000	18.00
Purchase of business envelopes	1,000	9.75
Large campus mail envelopes	1,000	0.00
Hours of time (approximately)	70	0.00
Total Cost		$232.75